

1261 FAMILY SERVICES DOCUMENTATION AND CASE RECORDS

Chapter: **Child Protective Field Services**

Section: **CPS Family Services**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **06-10**

Approved:

Effective Date: **May 19, 2006**

Scheduled Review Date:

A handwritten signature in black ink, appearing to read "Maggie Bishop".

Maggie Bishop, DCYF Director

Related Statute(s): [RSA 169-C](#)

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s): **FORM 2009, FORM 2011, FORM 2189, FORM 2208, FORM 2210, FORM 2211, FORM 2214, FORM 2215, FORM 2216, FORM 2216A, FORM 2217, FORM 2238, FORM 2239, FORM 2240 MPR, FORM 2241, FORM 2266, FORM 2266A, FORM 2267, FORM 2269A, FORM 2270, FORM 2270A, FORM 2270B, FORM 2271, FORM 2272, FORM 2272D, FORM 2275, FORM 2280, FORM 2281, FORM 2284, FORM 2289, FORM 2291, FORM 2292, FORM 2304, FORM 2562, FORM 2564, and FORM 2567**

Bridges' Screen(s) and Attachment(s): **BRIDGES Case Contact Logs**

Documentation of the activity relevant to each case is of vital importance to monitor and evaluate the family's progress. Any decision relative to court involvement is made on the basis of a fully documented case record. Therefore, the record needs to contain information on all activity concerning the case, clearly and promptly recorded, from the initial report to the current date. Factual observations and professional opinions must be clearly labeled.

Purpose

To establish the contents, arrangements, and destruction/storage of DCYF family services case records.

Policy

I. Case Record Documentation

- A. The primary tool used during the family services process is the [case plan](#). The case plan, which must be developed and modified with the family, documents the family's goals, services, and progress.
- B. The case contact log on Bridges is used to summarize contacts and interactions with the family and others in a brief or comprehensive manner. The date, time, type of contact, and name of person contacted must be recorded for each entry. Case contact logs must be completed on every case on a regular basis.
- C. [Court reports](#) are a critical piece of case documentation. Court reports may vary in content due to court requirements, types of petition, and family issues.
- D. Other tools or forms are used to record changes or progress in the case plan, such as: administrative case reviews, monthly updates produced for supervisory, or county human services administrator reviews.

- E. Complete documentation within the case record allows DCYF to determine the effectiveness of services and contacts with the family. It is also critical if the CPSW becomes ill, changes job responsibilities, or terminates employment.
- II. Quality Documentation
 - A. Thorough documentation of case activities best occurs when it is done continuously throughout the life of the case using designated Division forms and Bridges screens to document family services case information.
 - B. Documentation developed by DCYF is available to the family, if requested in writing.
- III. Family services paper case records are retained in blue or gray folders. The tab is to show the intact family's last name.
- IV. If a child goes into placement, all related paperwork on the child must be transferred to his or her placement case record.
- V. If a child in placement returns to his or her family, the placement case record and the family services case record must be kept together, but not merged as one record.
- VI. The contents and order of the family services case record are as follows:

Section I - Case Summary	CPSW	Support	Fiscal Spec
Contact Logs from Bridges	X	X/Input	
Case Closing Summary, Form 2189	X		
Section II - Assessment and Case Planning	CPSW	Support	Fiscal Spec
Intake/Assessment Information from Bridges	X		
Social Study, Form 2208	X		
Person Allegedly Responsible Notice, Form 2215	X	X/type	
Juvenile Allegedly Responsible Notice, Form 2217	X	X/type	
Court Finding Notice, Form 2216	X	X/type	
Court Finding Notice for Juveniles, Form 2216A	X		
Statement of Facts, Form 2238	X		
Non-Court Agreement, Form 2239	X		
Child Protection Face Sheet from Bridges	X		
Case Plan Form 2240 MPR	X/type	X/data	
Financial Planner from Bridges	X		
Referral for Behavioral Health Services, Form 2241	X		
Child's Information Sheet Form 2267	X		
Health Care Plan Form 2270B	X		
Request for Placement Form 2269A			
Perm Plan Team Review Data Form 2275	X		

Independent Living Program Referral, Form 2289	X – IL
Needs Assessment for Indep. Living, Form 2290	X – IL
Adult Living Preparation Plan, Form 2291	X – IL
Independent Living Skills Assessment, Form 2292	X – IL
Record of Absent Parent Searches, Form 2214	X
Family Assessment of Safety from Bridges	X
Notice of Administrative Case Review, Form 2272	X
Address List for Admin. Case Review, Form 2272D	X

Section III – Legal Documents	CPSW	Support	Fiscal Spec
Court orders, petitions, affidavits, decrees and motions	X	X	
Birth certificate, social security cards	X	X – copy	X
Other legal or permanent information		X	X
Notices of hearing, CASA and attorney appointments	X	X	
Permanency Planning Review	X		
Reasonable Efforts Determinations from Bridges	X	X	
Parental Permission for Children in Care, Form 2271	X		
Exchange of Information Agreement, Form 2009	X		
Authorization to Release Confidential Info, Form 2011	X		

Section IV – Other Court Reports	CPSW	Support	Fiscal Spec
Court reports written by CPSW	content	input	
Court reports from GAL or agency, or provider	X		
Current court order evaluations	X – get	X – file	

Section V – Health and Education	CPSW	Support	Fiscal Spec
<u>Education</u>			
Initial Notice to the Dept of Ed, Form 2210	X	X	
Follow-up Notice to Dept of Ed, Form 2211	X	X	
Appointment of surrogate parent	X		
Individual Education Plans (IEP's)	X- read	X	
Educational Progress Reports	X- read	X – file	
School Pictures	X	X – file	
<u>Medical</u>			
Medical Authorization, Form 2266	X		
Medication Authorization Guardianship Cases Form 2266A			

Referral to Medical Provider Form 2270	X	
Child Health Profile Form 2270A	X	
Immunization Records, list of doctors, list of treatments	X	
Medical & Travel Auth.-Guardianship, Form 2304	X	
Historical psychiatric/psychological reports	X – read	X – file
Medical Reports	X – read	X – file
Medical Exit Form	X	

Section VI – Correspondence and Reports	CPSW	Support	Fiscal Spec
Police Reports	X – read	X – file	
Progress reports from service providers or others	X – read	X – file	
News Clippings	X – read		
ICP Request, Form 2280	X		
Petition for Requisition to Return a Runway, Form 2562	X		
Order of Detention, Form 2564	X – read		
Requisition for Runaway Juvenile, Form 2567	X		
I.C. Report on Child’s Placement Status, Form 2281	X		
Interstate Compact Progress Report Form 2284	X		

VII. Storage and Destruction of Family Services Case Records:

- A. See RSA 169-C:35 a Records Management of Abuse and Neglect Reports regarding destruction of records.
- B. Closed adoption records are boxed, labeled, and retained permanently at State Archives.

Procedures

I. The CPSW must:

- A. Continuously monitor and document changes in the child’s safety and progress of the family towards the stated goals;
- B. Complete case documentation in a timely manner; and
- C. Maintain documentation in the record and on NH Bridges for easy access by other staff or the supervisor.

II. The Supervisor must:

- A. Review case documentation ensuring that the DCYF forms, SDM and Bridges are being used and accurately reflect case events; and
- B. Provide support and guidance to the CPSW in completion of case documentation.